Consumer Services

Business Plan Report

Economic Development

Health & Human Services

Neighborhood & UA Muni Services

Enabling Strategies

Customer

Objective Name Owner(s)

ED 2.3 Consumer education and outreach programs - CSD Mario Goderich

Initiatives Linked To Objective

Owner(s)

GrandParent Objectives

Lead the coordination of economic development activities throughout Miami-Dade County

Parent Objectives

(ED2.3) Better informed clients served by various assistance programs

Measures

Consumer education programs conducted, community events attended, media contacts, and press releases issued

Owner(s)

Mario Goderich

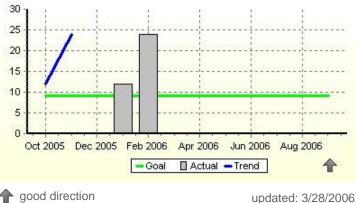
Performance Graph

Initiatives Linked To Measure

Owner(s)

Consumer education programs conducted,...

Q ()



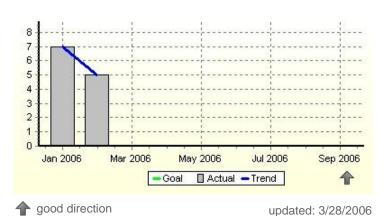
Child Measures Linked To Measure

ACTUAL GOAL DATE

Consumer Newsletters issued Mario Goderich

Performance Graph Initiatives Linked To Measure Owner(s)

ACTUAL GOAL DATE



Consumer education programs conducted, community events attended, media contacts, and press releases issued

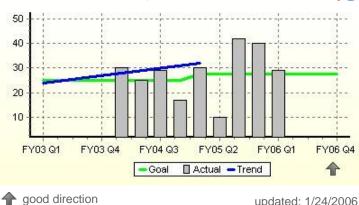
Mario Goderich

Mario Goderich

Mario Goderich

Performance Graph

QA Consumer education programs conducted,...



Initiatives Linked To Measure Owner(s)

Child Measures Linked To Measure

attended, media contacts, and press releases issued-monthly

ACTUAL GOAL **DATE** Feb 2006 Consumer education programs conducted, community events

Outreach programs conducted by the mediation center

Performance Graph

QA Outreach programs conducted by the med... 7 6 5 4 3 2 0 FY06 Q1 FY06 Q2 FY06 Q3 FY06 Q4 - Goal ■ Actual Trend good direction updated: 1/24/2006 **Initiatives Linked To Measure** Owner(s)

Child Measures Linked To Measure

ACTUAL GOAL DATE

Outreach conducted by the n/a n/a

mediaton center - monthly

Money management attendees reporting improved skills

Performance Graph Initiatives Linked To Measure Owner(s)

Q 6

updated: 1/24/2006

Child Measures Linked To Measure

Money management attendees reporting i...

1,100	<u>-70</u> 2	general contract of	Actual - Trend	7
FY06	Q1	FY06 Q2	FY06 Q3	FY06 Q4
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0	100			
0				

	ACTUAL	GOAL	DATE
Customer satisfaction of money management workshop attendees	4.50	4.00	FY06 Q1
Money Management attendees reporting improved skills - monthly	116	10	Feb 2006

good direction

updated: 1/24/2006

Mario Goderich

Owner(s)

Initiatives Linked To Objective

Performance Graph

Owner(s)

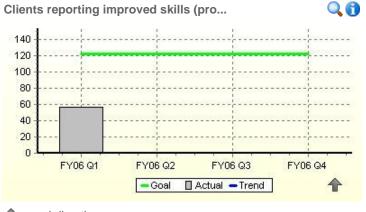
GrandParent Objectives

Parent Objectives

Measures

Clients reporting improved skills (production/crop protection techniques and ag. business practices) $\,$

.... 45. 545...655 p. 466.6667



ngood direction

updated: 1/26/2006

Owner(s)

Mario Goderich

Initiatives Linked To Measure Owner(s)

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Clients reporting improved skills (production/crop protection techniques and ag. business practices)- monthly	23	n/a	Feb 2006
Customer satisfaction of production/crop protection techniques and ag. business practices workshop attendees	4.50	4.00	FY06 Q1

Initiatives Linked To Objective

Owner(s)

GrandParent Objectives

Create a more business-friendly environment in Miami-Dade County

Parent Objectives

(ED4.2) Customer-friendly environment for regulated businesses and entities doing business with Miami-Dade County (priority outcome)

Measures

Renewal licenses issued within 14 calander days (Consumer Protection Division)

Owner(s)
Mario Goderich

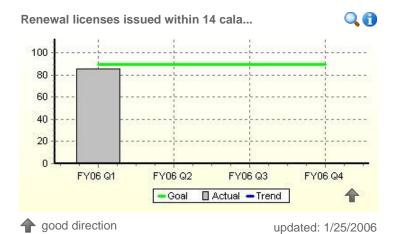
Initiatives Linked To Measure

Owner(s)

Mario Goderich

Owner(s)

Performance Graph

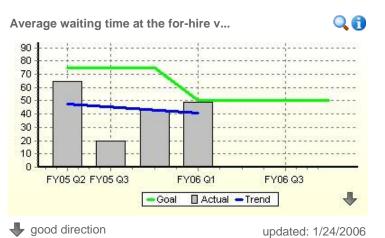


Child Measures Linked To Measure

		ACTUAL	GOAL	DATE
▼	Renewal licenses issued within 14 calander days (Consumer Protection Division- monthly	68	90	Feb 2006
	Customer satisfaction of businesses and individuals that apply for licenses in person (Consumer Protection Division)	4.60	4.00	FY06 Q1
_	Customer satisfaction of businesses and individuals that apply for licenses by mail (Consumer Protection Division)	4.80	4.00	FY06 Q1

Average waiting time at the for-hire vehicle inspection station

Performance Graph



Initiatives Linked To Measure

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Average waiting time at the for hire vehicle inspection station-monthly	- 27	n/a	Feb 2006
Customer satisfaction of individuals using the for-hire inspection station	n/a	n/a	FY06 Q1

Owner(s)

Owner(s)

Owner(s)

Initiatives Linked To Objective

Owner(s)

GrandParent Objectives

Parent Objectives

Measures
4H leadership and life skills program participants improving skills

Performance Graph



good direction

updated: 1/24/2006

	Mario Goderich

Child Measures Linked To I	Moscuro

Initiatives Linked To Measure

	ACTUAL	GOAL	DATE
4H leadership and life skills program participants improving skills-monthly	546	156	Feb 2006
Customer satisfaction of 4H leadership and life skills educational program attendees	4.80	4.00	FY06 Q1

Initiatives Linked To Objective

Owner(s)

GrandParent Objectives

Parent Objectives

Measures Food safety and nutrition program participants improving skills

Mario Goderich

Owner(s)

Performance Graph

Owner(s)

Child Measures Linked To Measure

Initiatives Linked To Measure

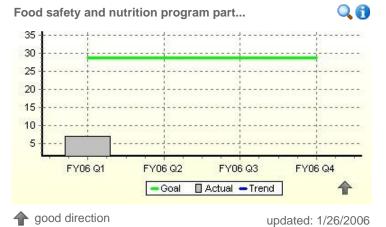
Food safety and nutrition

	ACTUAL	GOAL	DATE
Food safety and nutrition program participants improving skills-monthly	52	10	Feb 2006

skills-monthly

Customer satisfaction of food safety and nutrition program attendees

4.50 4.00 FY06 Q1



Low-income nutrition, health and food purchasing program participants improving skills

Mario Goderich

Owner(s)

Feb 2006

Performance Graph

Low-income nutrition, health and food ...



Child Measures Linked To Measure

Initiatives Linked To Measure

ACTUAL GOAL DATE

250

Low-income nutrition, health and 387 food purchasing program participants improving skillsmonthly

purchasing program attendees

Customer satisfaction of 4.50 4.00 FY06 Q1 nutrition, health and food

800 700 600 500 400 300 200 100 FY06 Q1 FY06 Q2 FY06 Q3 FY06 Q4 - Goal ■ Actual — Trend

good direction

updated: 1/26/2006

Objective Name

Owner(s)

HH 4.2 Wheelchair accessible taxicab program - CSD

Mario Goderich Joe Mora

Initiatives Linked To Objective

Owner(s)

GrandParent Objectives

Parent Objectives

Measures

Owner(s)

Wheelchair accessible taxicab licenses issued

Mario Goderich Joe Mora

Performance Graph

Initiatives Linked To Measure

Owner(s)



Child Measures Linked To Measure

ACTUAL GOAL **DATE**



good direction

updated: 1/24/2006

Owner(s)

Initiatives Linked To Objective

Owner(s)

FY06 Q4

GrandParent Objectives

Parent Objectives

Measures

Unique visitor website hits

Mario Goderich Patrick Smilke

Performance Graph

Initiatives Linked To Measure Owner(s)



Child Measures Linked To Measure

Unique visitor website hits-

monthly

ACTUAL GOAL DATE 5,052 5,000 Feb 2006

FY03 Q1 FY03 Q4 FY04 Q3 FY05 Q2 FY06 Q1 -Goal ☐ Actual -Trend good direction updated: 2/1/2006

Owner(s)

Mario Goderich

Initiatives Linked To Objective

Owner(s)

GrandParent Objectives

Parent Objectives

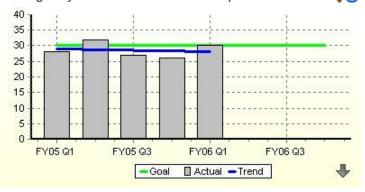
Measures

Average days to close a consumer complaint

Performance Graph

Initiatives Linked To Measure Owner(s)





Child Measures Linked To Measure

DATE **ACTUAL GOAL** Average days to close a 35 30 Feb 2006 consumer complaint-monthly

good direction

updated: 1/24/2006

Consumer complaints received per quarter

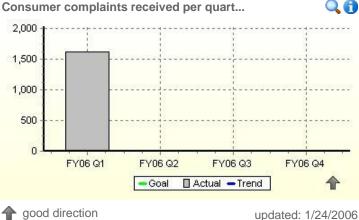
Mario Goderich

Performance Graph

Initiatives Linked To Measure Owner(s)







Child Measures Linked To Measure

Consumer complaints received

per month

DATE **ACTUAL GOAL** Feb 2006 421 n/a

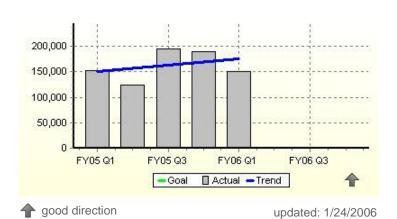
updated: 1/24/2006

Consumer refunds recovered Mario Goderich

Initiatives Linked To Measure Performance Graph Owner(s)

Child Measures Linked To Measure Q 6 Consumer refunds recovered

	ACTUAL	GOAL	DATE
Consumer refunds recovered- monthly	65,417	n/a	Feb 2006
Customer satisfaction of	4.30	4.00	FY06 Q1



individuals that file a complaint with the mediation center

Mediation center calls answered within 30 seconds

Mario Goderich

Performance Graph

n good direction

Initiatives Linked To Measure Owner(s)

Mediation center calls answered within... Q 1 100 80 40 40 FY05 Q1 FY05 Q3 FY06 Q1 FY06 Q3 Goal Actual Trend

updated: 1/24/2006

Child Measures Linked To Measure

ACTUAL GOAL DATE

Mediation center calls answered 83 90 Feb 2006 within 30 seconds-monthly

Initiatives Linked To Objective

Owner(s)

GrandParent Objectives

Parent Objectives

Measures Pesticide safety educational program participants increasing skills

Mario Goderich

Performance Graph

Initiatives Linked To Measure

Owner(s)

Owner(s)

Child Measures Linked To Measure

ACTUAL GOAL DATE 20.41 Feb 2006

program participants increasing

Pesticide safety educational 42.00 skills-monthly

Q 👩 Pesticide safety educational program p... 100 80 60 40 20 FY06 Q2 FY06 Q4 FY06 Q1 FY06 Q3 -Goal ☐ Actual -Trend

good direction

updated: 1/26/2006

Plant selection and maintenance program participants improving skills

Performance Graph

Mario Goderich

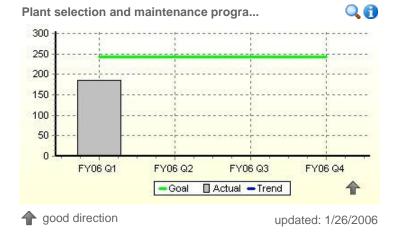
Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

ACTUAL GOAL DATE Plant selection and maintenance 90.00 81.25 Feb 2006 program participants improving skills-monthly

Customer satisfaction of 4.70 4.00 FY06 Q1 resource management educational program attendees



Resident and marine industry resource management educational program participants improving skills

Mario Goderich

Performance Graph

Initiatives Linked To Measure

Owner(s)

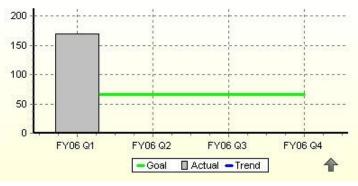
Resident and marine industry resource ...



Child Measures Linked To Measure

ACTUAL GOAL DATE Resident and marine industry 30 22 Feb 2006 resource management

educational program participants improving skills-monthly



ngood direction

updated: 1/26/2006

Initiatives Linked To Objective

Owner(s)

GrandParent Objectives

Parent Objectives

Measures

Customer satisfaction of pesticide safety educational program attendees

Performance Graph

Initiatives Linked To Measure

Owner(s)

Mario Goderich

Owner(s)

Child Measures Linked To Measure

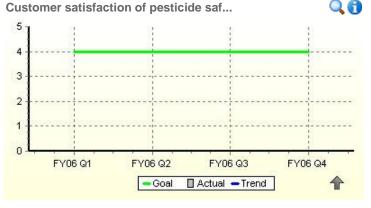
pesticide safety educational program attendees-monthly

Customer satisfaction of

DATE ACTUAL GOAL

5

4 Feb 2006



updated: never

Customer satisfaction at small claims clinics

Performance Graph

Qn Customer satisfaction at small claims ... 6 5 3 2 1 FY05 Q3 FY05 Q4 FY06 Q1 FY06 Q2 FY06 Q3 FY06 Q4 -Goal Actual -Trend good direction

Leonard Elias Mario Goderich

ACTUAL GOAL

Initiatives Linked To Measure

Owner(s)

DATE

Child Measures Linked To Measure

Customer satisfaction at small 4.98 4.00 Mar 2006 claims clinics-monthly

Customer satisfaction of businesses and individuals obtaining licenses in person (Passenger Transportation Regulatory Division)

Performance Graph

Customer satisfaction of businesses an...

Q 6

updated: 1/24/2006

Initiatives Linked To Measure

Mario Goderich Joe Mora

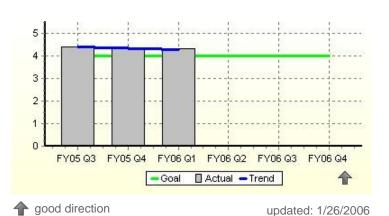
Owner(s)

Child Measures Linked To Measure

DATE **ACTUAL GOAL**

Customer satisfaction of businesses and individuals obtaining licenses in person

Feb 2006 4



Customer statisfaction of chauffeurs attending PTRD training classes

Mario Goderich Joe Mora

Initiatives Linked To Measure

Owner(s)

Performance Graph

A customer statisfaction rating of at ... 6 5 3 2 1 0 FY05 Q4 FY06 Q1 FY05 Q3 FY06 Q2 FY06 Q3 FY06 Q4 - Goal good direction

Child Measures Linked To Measure

Customer statisfaction of chauffeurs attending PTRD training classes-monthly

ACTUAL GOAL DATE 5 4 Feb 2006

Customer satisfaction of individuals using the for-hire inspection station

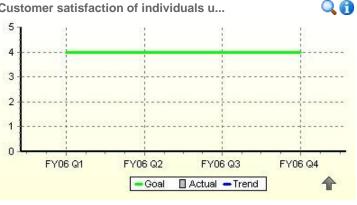
Performance Graph

Initiatives Linked To Measure

Mario Goderich

Owner(s)

Customer satisfaction of individuals u...



Child Measures Linked To Measure

ACTUAL GOAL DATE n/a n/a Feb 2006

Customer satisfaction of individuals using the for-hire inspection station-monthly

Customer satisfaction of businesses and individuals that apply for licenses in person (Consumer Protection Division)

Mario Goderich

Performance Graph

good direction

Initiatives Linked To Measure

Owner(s)



updated: 1/24/2006

updated: 1/24/2006

Child Measures Linked To Measure

Customer satisfaction of businesses an...



Customer satisfaction of businesses and individuals that apply for licenses in person (Consumer Protection Division)monthly

4 Feb 2006

DATE

ACTUAL GOAL

Mario Goderich

Owner(s)

DATE

good direction

Customer satisfaction of businesses and individuals that apply for licenses by mail (Consumer Protection Division)

Performance Graph

QA Customer satisfaction of businesses an... 6 5 4 3 2 1 0 FY05 Q3 FY05 Q4 FY06 Q1 FY06 Q2 FY06 Q3 FY06 Q4

good direction updated: 1/24/2006

Actual -Trend

Initiatives Linked To Measure

Child Measures Linked To Measure

Customer satisfaction of businesses and individuals that apply for licenses by mail (Consumer Protection Division) monthly

Feb 2006 5.00 n/a

Mario Goderich David Leahy

ACTUAL GOAL

Customer satisfaction of businesses that were inspected (Consumer Protection)

Goal

Performance Graph

Q 👩 Customer satisfaction of businesses th... 6 5 4 3 2 1 FY06 Q1 FY06 Q2 FY06 Q3 FY06 Q4 FY05 Q3 FY05 Q4 Actual -Trend -Goal good direction

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

ACTUAL GOAL DATE Customer satisfaction of 4.90 4.00 Feb 2006

businesses that were inspected (Consumer Protection)-monthly

Customer satisfaction of individuals that file a complaint with the mediation center

Mario Goderich

Initiatives Linked To Measure Performance Graph Owner(s)

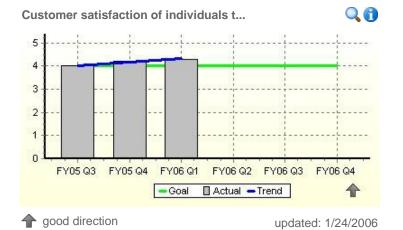
updated: 1/24/2006

Child Measures Linked To Measure

Customer satisfaction of individuals that file a complaint with the mediation centermonthly

ACTUAL GOAL DATE 4.40

4.00 Feb 2006



Customer satisfaction of resource management educational program attendees

Performance Graph

Performance Graph

good direction

Mario Goderich

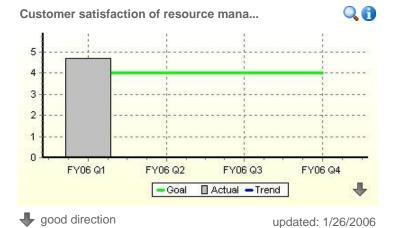
Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

ACTUAL GOAL DATE 4.60 4.00 Feb 2006

Customer satisfaction of resource management educational program attendeesmonthly



Customer satisfaction of money management workshop attendees

Mario Goderich

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

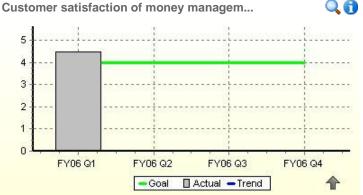
updated: 1/24/2006

ACTUAL GOAL DATE

4.55

Customer satisfaction of money management workshop attendees -monthly

Feb 2006 4.00



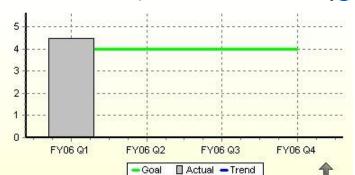
Customer satisfaction of production/crop protection techniques and ag. business practices workshop attendees

Initiatives Linked To Measure

Q 6

Owner(s)





Child Measures Linked To Measure

ACTUAL GOAL DATE

Customer satisfaction of production/crop protection techniques and ag. business practices workshop attendeesmonthly

4.90 4.00 Feb 2006

Customer satisfaction of 4H leadership and life skills educational program

Mario Goderich

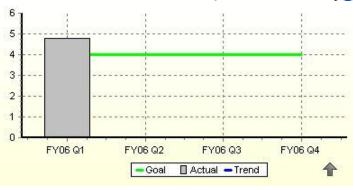
Owner(s)

Performance Graph

attendees

good direction

Customer satisfaction of 4H leadership... 6



good direction

updated: 1/26/2006

updated: 1/26/2006

Q 6

Initiatives Linked To Measure

Child Measures Linked To Measure

Customer satisfaction of 4H leadership and life skills educational program attendeesmonthly

ACTUAL GOAL DATE 4.80 4.00 Feb 2006

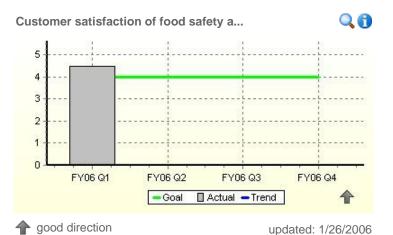
Mario Goderich

Owner(s)

DATE

Customer satisfaction of food safety and nutrition program attendees

Performance Graph



Initiatives Linked To Measure

Child Measures Linked To Measure

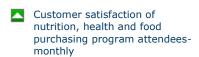
ACTUAL GOAL

Customer satisfaction of food safety and nutrition program attendees-monthly

4 Feb 2006







Child Measures Linked To Measure

ACTUAL GOAL **DATE**

Feb 2006



n good direction

Performance Graph

updated: 1/24/2006

Customer satisfaction of plant selection and maintenance workshop attendees

Mario Goderich Don Pybas

Initiatives Linked To Measure

Owner(s)

Customer satisfaction of plant selecti...







good direction

updated: 1/26/2006

Child Measures Linked To Measure

Customer satisfaction of plant

selection and maintenance

workshop attendees-monthly

ACTUAL GOAL DATE 4 Feb 2006

Owner(s)

Mario Goderich

Initiatives Linked To Objective

Owner(s)

GrandParent Objectives

Parent Objectives

Measures

Plant selection and landscape maintenance trainees improving skills

Performance Graph

Initiatives Linked To Measure Owner(s)

Plant selection and landscape maintena...



good direction

updated: 3/22/2006

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Plant selection and landscape maintenance trainees improving skills-monthly	191	25	Feb 2006

Initiatives Linked To Objective

Owner(s)

GrandParent Objectives

Parent Objectives

Measures

120

100

Chauffeur applicants appointed to training class within 30 days

Chauffeur applicants appointed to trai...

Performance Graph

Owner(s) Mario Goderich

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

ACTUAL GOAL DATE 100 95 Feb 2006

to training class within 30 days-

Chauffeur applicants appointed monthly

good direction

FY05 Q4

updated: 1/24/2006

FY06 Q4

Consumer protection inspections completed within 10 days of referral from mediation

FY06 Q2

-Goal ☐ Actual -Trend

FY06 Q3

Mario Goderich

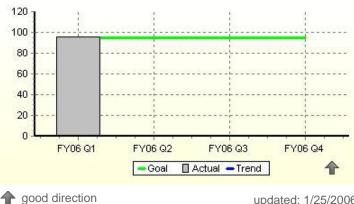
Performance Graph

Initiatives Linked To Measure

Owner(s)

FY06 Q1

Consumer protection inspections comple... Qn



Child Measures Linked To Measure

ACTUAL GOAL DATE 100

Consumer protection inspections completed within 10 days of referral from mediation-monthly

Feb 2006 n/a

Cable/telecommunications complaint field investigations responded to within 1 business day

Initiatives Linked To Measure

Mario Goderich

Performance Graph

Owner(s)

Cable/telecommunications complaint fie...



updated: 1/25/2006

Child Measures Linked To Measure

ACTUAL GOAL DATE 94 90 Feb 2006

Cable/telecommunications



complaint field investigations responded to within 1 business day-monthly

♠ good direction

updated: 1/24/2006

Objective Name Owner(s)

Meet Budget Targets (Consumer Services) Mario Goderich Cathy Peel

Initiatives Linked To Objective

Owner(s) **GrandParent Objectives**

Planned necessary resources to meet current and future operating and

capital needs (priority outcome)

Parent Objectives

(ES8.2.1) Meet Budget Targets

Measures Owner(s)

Revenue: Total (Consumer Services) Mario Goderich Cathy Peel

Total revenue in \$1,000s (from FAMIS)

Performance Graph Initiatives Linked To Measure Owner(s)

Child Measures Linked To Measure

ACTUAL GOAL **DATE**

Mario Goderich Cathy Peel

DATE

ACTUAL GOAL



Expen: Total (Consumer Services)

Total expenditures in \$1,000s (from roll-up of Personnel, Other Operating, and Capital)

Performance Graph Initiatives Linked To Measure Owner(s)



Child Measures Linked To Measure

^	Expen: Personnel (Consumer Services)	\$1,941	\$1,945	FY06 Q1
_	Expen: Other Operating (Consumer Services)	\$258	\$918	FY06 Q1
▼	Expen: Capital (Consumer Services)	\$19	\$15	FY06 Q1

Objective Name Owner(s)

ES 1.1 Licensing, chauffeur training, inspection, and collection standards - CSD

Mario Goderich David Leahy Joe Mora

Initiatives Linked To Objective

Owner(s)

GrandParent Objectives

Parent Objectives

Measures

Collections files that do not receive follow-up actions within 60 days (CSD)

Mario Goderich

Owner(s)

Performance Graph

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

ACTUAL GOAL DATE

Collections files that do not receive follow-up actions within 60 days (CSD)-monthly

10 Feb 2006



good direction

updated: 1/24/2006

QA

New collection files acted on within 10 days of receipt

Initiatives Linked To Measure

Performance Graph

Child Measures Linked To Measure

ACTUAL GOAL

Feb 2006

New collection files acted on within 10 days of receiptmonthly

90

Mario Goderich

Owner(s)

DATE

New collection files acted on within 1... 120

100 80 60 40 20 FY05 Q1 FY05 Q3 FY06 Q1 FY06 Q3 Actual -Trend -Goal

good direction

updated: 1/24/2006

Unlicensed motor vehicle repair, locksmith, moving and towing businesses re-inspected within 20 days of issuing a warning

Mario Goderich

Performance Graph

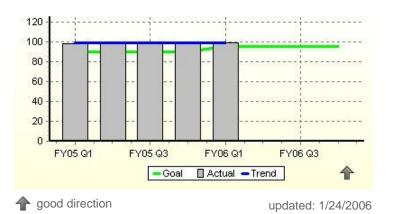
Initiatives Linked To Measure

Owner(s)

Unlicensed motor vehicle repair, locks...



Child Measures Linked To Measure



Unlicensed motor vehicle repair, locksmith, moving and towing businesses re-inspected within 20 days of issuing a warningmonthly

ACTUAL GOAL DATE 95 Feb 2006

Consumer protection inspections completed within 10 days of referral from licensing

Mario Goderich

Performance Graph

120

100

Initiatives Linked To Measure

Child Measures Linked To Measure

Owner(s)

DATE

Feb 2006

ACTUAL GOAL

Consumer protection inspections comple...

FY05 Q3

- Goal





Consumer protection inspections 90 completed within 10 days of

good direction

FY05 Q1

updated: 1/25/2006

FY06 Q3

Motor vehicle repair facilities inspected per enforcement officer per quarter

FY06 Q1

■ Actual Trend

Mario Goderich

Performance Graph



Child Measures Linked To Measure

Owner(s)

Feb 2006

Motor vehicle repair facilities inspec...

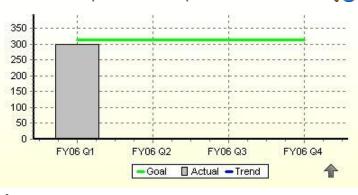




ACTUAL GOAL DATE

105

129



good direction updated: 1/24/2006

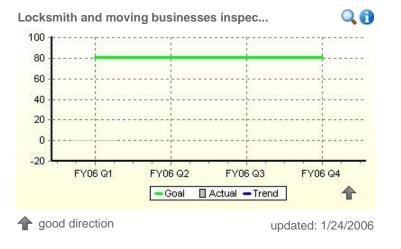
Locksmith and moving businesses inspected per quarter

Mario Goderich

Initiatives Linked To Measure

Owner(s)

Performance Graph



Child Measures Linked To Measure

ACTUAL GOAL DATEng 29 27 Feb 2006

Locksmith and moving businesses inspected per month

Average number of consumer protection code provision inspections per enforcement officer per day $\begin{tabular}{ll} \hline \end{tabular}$

Mario Goderich

Performance Graph

Initiatives Linked To Measure

Child Measures Linked To Measure

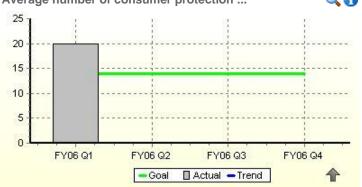
Owner(s)

Average number of consumer protection ...



ACTUAL GOAL DATE

22



Average number of consumer protection code provision inspections per enforcement officer per day -monthly 14 Feb 2006

good direction

updated: 1/25/2006

Late renewal and incomplete application warnings within 20 days of a referral from the licensing section

Mario Goderich

Performance Graph

Initiatives Linked To Measure

Owner(s)

Late renewal and incomplete applicatio...

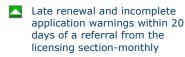




97

DATE





90 Feb 2006

■ Actual Trend

-Goal

good direction

updated: 1/24/2006

Average number of cable inspections per quarter

Mario Goderich

Performance Graph Initiatives Linked To Measure Owner(s)

Average number of cable inspections pe... QA 350 300 250 200 150 100 50 FY06 Q2 FY06 Q3 FY06 Q4 FY06 Q1 - Goal ■ Actual — Trend ngood direction updated: 1/25/2006

Child Measures Linked To Measure

ACTUAL GOAL DATE

Average number of cable inspections per month

271 270 Feb 2006

Average number of for-hire vehicle and chauffeur field contacts per enforcement officer per day

Mario Goderich

Performance Graph

30

25

20

15 10 5

Initiatives Linked To Measure

Owner(s)

Average number of for-hire vehicle and...

FY05 Q3

- Goal

FY06 Q1

■ Actual — Trend





Child Measures Linked To Measure

ACTUAL GOAL DATE 34 26 Feb 2006

good direction

FY05 Q1

updated: 1/24/2006

FY06 Q3

Objective Name Owner(s)

ED 2.3 Better informed employees

Mario Goderich Patrick Smilke

Initiatives Linked To Objective

Owner(s)

GrandParent Objectives

Parent Objectives

MeasuresEmployee newsletters published Quarterly

Mario Goderich Patrick Smilke

Performance Graph

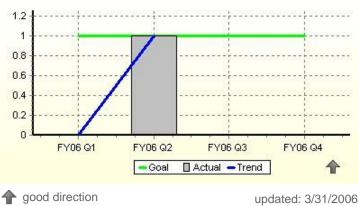
Initiatives Linked To Measure

Owner(s)

Owner(s)

Q **()**

Employee newsletters published Quarter...



Child Measures Linked To Measure

ACTUAL GOAL

DATE